

Reminder!

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Visit the Office of Human Capital at:
<https://ishare.tsa.dhs.gov/OFFICES/HUMANCAPITAL>

Check out OHCAccess at: <https://hraccess.tsa.dhs.gov>
Email: helpdesk@mailserver-hraccess.tsa.dhs.gov

Phone: 1.877.TSA.7990 (1.877.872.7990)
Fax: 1.877.TSA.7993 (1.877.872.7993)

OHCAccess Reminder

For Distribution to All TSA Employees

September 2016

TSA OHCAccess National or Natural Disaster (NND) Help Desk

In the event of a national or natural disaster in your area, the Transportation Security Administration (TSA) OHCAccess National and Natural Disaster (NND) Help Desk provides 24-hour service for you and your family. The NND Help Desk enables TSA to account for employees' well-being in areas affected by a national or natural disaster.

When you or one of your family members call the NND Help Desk, the following information will be requested and communicated to TSA leadership:

- Name
- Job title
- Airport code
- Social Security number (SSN)
- Date of Birth (DOB)
- Your call back number
- Employee status (e.g., available to work, evacuating, injured, family injured)

You or a family member can contact the NND Help Desk during a national or natural disaster by calling **1-877-872-7990**, TTY: **1-877-872-7992**.

You will be prompted to specify that you are calling regarding the disaster. If you say "yes" or press 1, you will be transferred to an agent who will record your information. If you say "no" or press 2, you will be transferred to the standard OHCAccess Help Desk. The NND Help Desk will operate 24 hours a day until the designated disaster has ended.

If you are unable to call the NND Help Desk during a national or natural disaster, you can also email HelpDesk@mailserver-hraccess.tsa.dhs.gov. To protect your personal information, please encrypt any email with personally identifiable information (PII). Passwords should then be sent in a separate email. Emails sent to the NND Help Desk should only include the last four digits of an SSN.